PURPOSE

To manage risks from information asset maintenance and repairs through the establishment of an effective system maintenance program.

REVISION HISTORY

Issued: 6/01/2021.
Next Review: 6/01/2022.

DEFINITIONS

Controlled Maintenance

Tasks performed on an information system or components (software or hardware) which are scheduled and performed in accordance with manufacturer, vendor or agency specifications.

Corrective Maintenance

When a system abruptly fails or generates an error condition, a corrective maintenance task is performed to repair or replace failed components (software or hardware) so the system can be restored to an operational condition as soon as possible. Corrective maintenance may be performed by in-house personnel or outside vendors under a service agreement.

Local System Maintenance

Local maintenance and diagnostic activities are those activities carried out by individuals physically present at the information system or information system component and not communicating across a network connection from an off-site location.

Preventative Maintenance

Controlled tasks performed on an information system or components (software or hardware) that are designed to prevent failure are preventive maintenance. Upgrades, patches, or cleaning of parts, components, or materials during off-peak hours are examples of preventive maintenance which minimize information system and component failures.

Workforce Member

Includes full and part-time employees, affiliates, associates, students, volunteers, contractors, and staff from third party entities.

POLICY

To maintain the highest level of system availability and protect the agency's infrastructure, the Michigan Department of Health and Human Services (MDHHS) must ensure that maintenance operations be performed at predetermined, authorized times or on an approved, as-needed basis.

- Maintenance policies and procedures must be developed and maintained to facilitate the implementation of the information system security maintenance requirements and associated system information system security maintenance controls.

- The current information system security maintenance requirements and procedures must be reviewed and updated at least annually or when significant changes occur.

In compliance with [Department of Technology, Management and Budget (DTMB) 1340.00, Information Technology Information Security Policy](), MDHHS must ensure implementation of all moderate baseline security controls catalogued in the National Institute of Standards and Technology (NIST) Special Publication 800-53, Security and Privacy Controls for Federal Information Systems and Organizations (Revision 4) from the NIST Computer Security Resource Center. This policy sets forth requirements from the maintenance [MA] family of NIST controls managed by MDHHS in accordance with [DTMB 1340.00.100.01, Maintenance Standard](). Review this policy annually, at a minimum.

Where applicable, this policy requires compliance with other federal and state laws, rules and regulations, policies, standards or other guidelines, including but not limited to the following:

- Centers for Medicare and Medicaid Services (CMS) Catalog of Minimum Acceptable Risk Security and Privacy Controls for Exchanges (MARS-E)

- Federal Bureau of Investigation Criminal Justice Information Services (CJIS) Security Policy

- Internal Revenue Service (IRS) Publication 1075, Tax Information Security Guidelines for Federal, State and Local Agencies and Entities

- Social Security Administration (SSA) Technical System Security Requirements (TSSR)

- U.S. Department of Health and Human Services Health Insurance Portability and Accountability Act (HIPAA), 45 CFR Part 160 and Part 164, Subparts A and C

Controlled Maintenance [MA-2]

MDHHS must:

- Schedule, perform, document, and review records of maintenance and repairs on information system components in accordance with manufacturer or vendor specifications and/or organizational requirements.

- Require that designated personnel explicitly approve the removal of the information system or system components from organizational facilities for off-site maintenance or repairs.

- Check all potentially impacted security controls to verify that the controls are still functioning properly following maintenance or repair actions.

Comparable Security / Sanitization [MA-4(3)]

MDHHS must ensure that that nonlocal maintenance and diagnostic services be performed from an information system that implements a security capability comparable to the capability implemented on the system being serviced.

Maintenance Personnel [MA-5]

MDHHS must:

- Establish a process for maintenance personnel authorization and maintains a list of authorized maintenance organizations or personnel.

- Designate personnel with required access authorizations and technical competence to supervise the maintenance activities of personnel who do not possess the required access authorizations.

Timely Maintenance [MA-6]

MDHHS must obtain maintenance support and/or spare parts for critical information system components within 24 hours of failure.

ROLES AND RESPONSIBILITIES

The MDHHS security officer and privacy officer must determine roles and responsibilities for compliance office personnel to support implementation of this policy.

ENFORCEMENT

Violations of this policy or failure to implement provisions of this policy may result in disciplinary action up to and including termination, civil litigation, and/or criminal prosecution.

REFERENCES

Federal Standards/Regulations

NIST 800-53 rev.4:
  MA-1 Maintenance Policies and Procedures
  MA-2 Controlled Maintenance
  MA 4(3) Comparable Security / Sanitization
  MA-5 Maintenance Personnel
  MA-6 Timely Maintenance

45 CFR §164.306

  164.306(e) System Maintenance Policy and Procedures

45 CFR §164.308(a)(3)

  164.308(a)(3)(ii)(A) Authorization and/or Supervision (A)

45 CFR §164.310(a)

  164.310a2(iii) Maintenance Personnel (A)

State Standards/Regulations

MDHHS Policy Manuals

  68E-040 Authorization and or Supervision Policy and Procedure

DTMB Administrative Guide

IT Technical Policies, Standards and Procedures

  1340.00.100.01 Maintenance Standard

CONTACT

For additional information concerning this policy, contact the MDHHS Compliance and Data Governance Bureau at MDHHSPrivacySecurity@michigan.gov.